

HEALTH SCREENING EVENT

After Action Report

SUMMARY

On September 10, 2015, OFAS hosted a biometric health-screening event conducted by The *HealthFair Company*. The *HealthFair Company* performed their screenings in a mobile van during a day-long event situated in the parking lot of the South Interior Building. This event was a change from previous wellness events normally held in one of the Bison Bistro conference rooms inside the MIB. Based on the uniqueness of this type of mobile van event, a post screening customer satisfaction survey developed by OFAS was administered by The *HealthFair Company* to all participants. Information from the survey will factor in our future planning of similar wellness events. There was a **30 percent** survey response rate.

OFAS signed an agreement with The *HealthFair Company* to provide basic “Know Your Numbers” biometric screenings for the first 50 participants; then we would incur a charge for any “Know Your Numbers” screenings above 50. The *HealthFair Company* also offered cardiovascular testing at a fee of \$175 per exam. This fee was an out-of-pocket charge to each participant wishing to have this additional testing. Based on the overwhelming response for the out-of-pocket cardiovascular testing, The *HealthFair Company* reduced our basic screening obligations and overall negotiated costs. The reason for this positive outcome was due to the aggressive promotions that took place prior to the event.

EVENT RESULTS: Total participants – **43** (Original registration prior to the event – **51**) [8 no-shows]

- o Basic (free biometric) Testing – **23**
- o Basic + Cardiovascular (paid) Testing – **16**
- o Cardiovascular Only (contractors, spouses) – **4**

CUSTOMER SURVEY RESULTS: (There were 13 survey responses)

- Overall satisfaction – **92%** (1 disagreed)
- Level of professionalism – **92%** satisfaction (1 Neither Agreed or Disagreed)
- Met my expectations – **100%** satisfaction (All Strongly Agreed and Agreed)
- Cost was fair and reasonable – **100%** satisfaction (All Strongly Agreed and Agreed)
- I would recommend to colleagues, friends and family - **92%** satisfaction (1 Neither Agreed or Disagreed)
- Had participated in previous MIB health screening events – **8 out of 13** (61%)
- What can we do to improve these types of health screening events – **6 of the 13 survey respondents provided written comments.** Only one customer asked to be contacted.
 1. very professional, friendly staff, positive experience. thanks very much! ☺
 2. 1) you need to allow for some walk-ins especially know your numbers 2) somehow the appointment times need to be kept if this is done during the work hours.
 3. It would be helpful if notification of special requirements, such as the need to fast, would be sent at the time the appointment is made, rather than the day before the screening. Also, I have never received confirmation of payment.
 4. I thought the health Fair screening was great. The employees / medical attendants were very professional and kind. I was told my numbers right there at the screening. It was very efficient.
 5. I didn't feel that there was anything that needed improvement other than holding it in the MIB next time as the screening vehicle used this time was bit narrow to fit all the people either participating in the screening or who were working for the HealthFair Company. It was a bit weird to be lying on the examination table and feel the vehicle tilting as someone entered or exited it.
 6. The process was running 30 minutes behind the scheduled time. The printer ran out of toner making it impossible to have results on the spot. Still hoping to get my results soon.

FUTURE EVENT IMPROVEMENTS: Based on customer survey feedback and personal observations:

1. Move Van to the C Street
2. Develop a better scheduling process to minimize wait times
3. Issue verbal and written instructions on special fasting requirements sooner
4. Ensure timely confirmation of payments and printed screening results